

## ABSTRACT

### CONTRACTING OUT - A SUCCESS STORY

Esker K. Davis

Jet Propulsion Laboratory

California Institute of Technology

Word has gotten around that Division 37's Mission and Computing Support (MACS) contract is a good example of successful outsourcing or contracting out institutional information services and information systems operations and maintenance. Governments are looking for models or benchmarks like this to guide their actions in outsourcing more in the future. This invited paper will answer many of the questions raised in the theme of the conference, which is: "Information technology in Public Administration - Competing for Quality". The paper discusses goals, objectives, key characteristics, guidelines, and lessons learned as derived from the MACS contract experience. Emphasis is on the key processes which are producing desired outcomes between Division 37 and the contractor.